



15-Year Frame Guarantee

Our commitment to quality is unmatched, so we're proud to offer a 15-year Frame Guarantee on selected upholstered sofas and armchairs showing a swing tag.

In the unlikely event that there are any faults with the frame construction, you can rest easy knowing that we've got you covered.*

To take advantage of this guarantee, all you need to do is complete the registration form below and submit it within 30 days of receiving your furniture.

To register your guarantee, kindly fill out the form provided below.

Consumer Name:

House Number & Street Address:

Town/City:

Postcode:

Email Address:

Phone Number:

Retailer:

Batch Details:
(QR Sticker underneath the item)

Date of Delivery:
(POD may be required)

Furniture ordered:
(Supporting images may be required)

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- * Please ensure the information provided is accurate and complete before submitting it to frameguarantee@carltonfurniture.co.uk.
 - * The 15-year frame guarantee is effective from the date of delivery to the consumer, and proof of purchase or delivery is necessary to avail the guarantee. The retailer is responsible for providing this proof to the consumer.
 - * In the event of a claim, to ensure that the factory receives the essential documentation, it may be necessary to assign a skilled technician to document the fault and provide images.
 - * *This guarantee is non-transferable*
 - * The guarantee covers domestic use only and does not include accidental damage, wear and tear, covers or foams.

Please note that orders will only be covered by the standard 12-month guarantee without completed extended guarantee forms.